

(800) 473-6757

Call the
MOSTARS
Information
Center

to speak with trained
staff members about
any story in this
newsletter
as well as to obtain
free information about
state and federal
student financial
assistance programs.

(573) 751-3940

April 2001



Missouri Student Assistance Resource Services

MOSTARS is the student assistance division of the Missouri Department of Higher Education.

Mapping Your Future Introduces Default Prevention Features

Mapping Your Future (mapping-your-future.org) recently introduced three online default prevention features: the deferment navigator, a loan locator page, and a downloadable default prevention presentation.

Deferment Navigator

When surveyed by guaranty agencies, many delinquent and defaulted borrowers say they were unaware of their repayment options. Mapping Your Future's deferment navigator can help borrowers quickly research which deferments they may be eligible to receive.

Deferment information starts at www.mapping-your-future.org/paying/defernav.htm. From this page, borrowers select their deferment eligibility category based on when their oldest outstanding Federal Stafford Loan, Federal Parent Loan for Undergraduate Students, or Consolidation Loan was disbursed:

- ★ Prior to July 1, 1987,
- ★ From July 1, 1987, through June 30, 1993, or
- ★ On or after July 1, 1993.

Mapping Your Future News

CariAnne Cutshall
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Once borrowers select their category, a deferment eligibility chart opens. Each chart contains the deferment name (which links to an easy-to-understand definition of the deferment type), the form name (which links to a portable document file of the form), the deferment time limit, and columns denoting eligibility for Federal Stafford Loans, Federal Supplemental Loans for Students, PLUS Loans, and Consolidation Loans.

Locating Your Loans Page

Many borrowers report that their accounts became delinquent because they never received payment notices. When asked, many of these borrowers indicate that they did not provide their new address to their loan holder and guarantor when they moved.

The Locating Your Student Loans page, at mapping-your-future.org/services/locator.htm, informs borrowers of the

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See MYF, page 10



Beth Ziehmer
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This portion of the **MOSTARS** newsletter includes questions and answers about topics that our clients bring to our attention.

If you think there is a need for a published clarification on a particular topic, contact the **MOSTARS Information Center** at **(800) 473-6757** or **(573) 751-3940** to discuss the topic.

If one of your questions is published, pat yourself on the back for asking a question that may benefit other clients.

For Your Convenience

An information box indicating subject matter accompanies each article in this newsletter.

This box also contains the name of the article's contact person (where applicable) and his or her phone number and e-mail user ID.

The user ID is now the `firstname.lastname`. The formula for e-mail addresses at the Missouri Department of Higher Education is as follows:

USER ID@mohhe.gov

Remember, you also can contact the **MOSTARS Information Center** at **(800) 473-6757** or **(573) 751-3940**.

What are the main areas of interest to students on the Missouri Department of Higher Education web site?

Three Topics of Interest to: drop-down boxes on the bottom of the www.cbhe.state.mo.us home page are sorted by Students/Parents, Institutions, and Lenders. The drop-down box for Students/Parents links to a variety of topics that appear throughout the site, such as High School Core Curriculum, Preparing for College, State Financial Aid Programs, and Student Loans.

How can I order Master Promissory Notes using the Missouri Department of Higher Education web site?

To order Master Promissory Notes via the web site, choose the Student Loans Forms Request under the Applications/Surveys/Forms icon or the Topics of Interest to: drop-down box for Institutions or Lenders on the home page. Upon completion, the form is e-mailed to the MSLP servicer, Guarantec. If you have questions about an order that you placed, contact Guarantec at (800) 667-7906, extension 7415, or by e-mail at forms@guarantec.com.

How can I order MOSTARS publications using the Missouri Department of Higher Education web site?

You can access the MOSTARS Publications Order Form through the Applications/Surveys/Forms icon or the Topics of Interest to: drop-down box for Institutions or Lenders on the home page. The publications order is e-mailed to the department's public information unit. If you have questions about a publications order, contact the MOSTARS Information Center at (800) 473-6757 or (573) 751-3940.

Can students request financial aid information using the Missouri Department of Higher Education web site?

Yes, students can request a packet of information about the programs and services administered by MOSTARS and other state and federal student financial assistance programs using the link to the SFA Information Packet under the Topics of Interest to: drop-down box for Students/Parents. The student's address information is e-mailed to the MOSTARS Information Center.

What types of forms are available on the Missouri Department of Higher Education web site?

MOSTARS has a variety of forms, including SFA Administrative Forms, State Financial Aid Applications, and Student Loan Applications and Forms, available under the Applications/Surveys/Forms icon on the home page. The forms can be partially completed online and printed for submission to the appropriate entity. For example, the Master Promissory Note can be partially completed online and printed. The instructions, MSLP wraparound, and two copies of the MPN will print. This makes it easier for the borrower to retain a copy of the MPN for his or her records.

How can I provide feedback about the Missouri Department of Higher Education web site?

Click on Contact Us/Help Desk at the top of any of the web pages to access a list of topics and e-mail your question or comment to the appropriate staff member. Or, e-mail CariAnne Cutshall, student assistance associate, at carianne.cutshall@mocbhe.gov. ★

Ability-to-Benefit Test Approved

MOSTARS News

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On Jan. 12, a notice in the Federal Register announced the approval of the Combined English Language Skills Assessment Test Forms 1 and 2 as an approved English as a Second Language test. To pass, the student must achieve a score of 90 on both Form 1 and Form 2.

The CELSA test may be used to determine the ability-to-benefit of two groups of students whose native language is not English and who are not fluent in English. One group includes students who are enrolled solely in an ESL program. The second group includes students who are enrolled in a postsecondary educational program that is taught in English and has an ESL component,

when the students also are enrolled in the ESL component.

Please note that the CELSA test cannot be used for the following students whose native language is not English and who are not fluent in English:

- ★ Students enrolled in a program that is taught entirely in the student's native language,
- ★ Students enrolled in a program that is taught in English without an ESL component, and
- ★ Students enrolled in a program that is taught in English with an ESL component but are not enrolled in the ESL component.

See Test, page 8

MOSTARS Begins Use of Pathfinder Interface

Mapping Your Future News

Keith Broadus
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MOSTARS put the Mapping Your Future Pathfinder Student Loan Exit Counseling interface into production on March 19. The Pathfinder interface allows Guarantec staff to download MOSTARS exit counseling information after students successfully complete Online Student Loan Exit Counseling. This enhancement alleviates the need for schools to download, print, and mail Mapping Your Future exit counseling documentation to Guarantec. Currently, fewer than six guarantors provide this service to schools.

This does **not** alleviate the school's responsibility for ensuring this data is delivered to the guarantor within 60 days of completion. Schools can use the Mapping Your Future Financial Aid Office Access link to see whether MOSTARS has downloaded this information. If not, the school still has the responsibility to download, print, and mail this information to Guarantec within 60 days of completion of the counseling session. Keep in mind that you may need to provide exit counseling data to more than one guarantor, depending on the borrower.

Contact your client service representative or Keith Broadus, MOSTARS senior associate-technology, if you have questions or need more information. ★

New Teacher Loan Forgiveness Program Available

**FFEL
Program
News**

Carolyn Brown
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Certain teachers who have outstanding Federal Family Education Loan or Direct Stafford or Consolidation Loans may be eligible for forgiveness of up to \$5,000 of their outstanding indebtedness under the new Teacher Loan Forgiveness Program. The final rule changes that implement the Teacher Loan Forgiveness Program are generally effective for applications received from eligible borrowers on or after July 1, 2001. Eligibility conditions and restrictions are discussed in greater detail below. A borrower application and the application procedures are under development. Updates on application procedures will be provided in future newsletters.

Certain terms, as listed below, have definitions that are exclusive to the Teacher Loan Forgiveness Program.

Academic Year

Any one of the following constitutes an academic year:

- ★ One complete school year at the same school
- ★ Two complete and consecutive half years* at different schools
- ★ Two complete and consecutive half years* from different school years at either the same or different schools
- ★ At least one-half of an academic year if the borrower's employer considers contract requirements for the academic year to be fulfilled for the purpose of salary increases, tenure, and retirement, and the borrower is unable to complete the academic year due to any of the reasons listed below (A break in service for any of these reasons, including the time required to return to qualifying teaching service, is not considered a break in the required five years of teaching.):
 - A return to postsecondary education on at least a half-time basis in a program directly related to the performance of qualifying teaching service
 - A condition that is covered under the Family and Medical Leave Act of 1993
 - The borrower is a U.S. military reservist called or ordered to active duty for more than 30 days

*** Half years exclude summer and generally fall within a 12-month period.**

For schools that have a year-round program of instruction, a minimum of nine months is considered an academic year.

Elementary School

A public or nonprofit private school that provides elementary education as determined by state law, or the U.S. Department of Education if that school is not located in a state.

(See 34 CFR 600.2 for the USDE's regulatory definition of a state.)

Full Time

The standard used by a state in defining full-time employment as a teacher. For a borrower teaching in more than one school, the determination of full time is based on the combination of all qualifying employment, as certified by one or more of the chief administrative officers of the schools involved.

Secondary School

A public or nonprofit private school that provides secondary education as determined by state law, or the USDE if the school is not located in a state.

Teacher

A person who provides direct classroom teaching or classroom-type teaching in a non-classroom setting, including special education teachers.

Forgiveness Amount

No more than a total of \$5,000 of the outstanding principal and interest due on all qualifying loans (listed below) after the fifth consecutive, complete academic year of teaching.

Qualifying Loans


- ★ Subsidized and Unsubsidized Federal Stafford Loans
- ★ Subsidized and Unsubsidized Federal Direct Stafford Loans
- ★ The portion of a FFEL Program or Federal Direct Loan Program Consolidation Loan that repaid qualifying Stafford Loans

See **Teachers**, page 9

MSLP Submits Guarantor-Specific Exceptions to Common Manual Policies

**FFEL
Program
News**

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 The Missouri Student Loan Program has eliminated one of its current guarantor-specific policies listed in Appendix C of the July 2000 Common Manual. Effective for returned funds (i.e., refunds) received by lenders on or after April 1, 2001, the MSLP will no longer require lenders to apply the funds to the original principal balance with an effective date of the original disbursement when the school's return of the funds is untimely. The MSLP does not believe it is justifiable to maintain an exceptional policy to address untimely refunds that rarely occur. Refer to Common Manual subsection 7.8.E. for the common policy regarding lender application of funds returned by schools adopted by the MSLP.

The MSLP submitted the following guarantor-specific policies for publication in Appendix C of the July 2001 Common Manual. Of the four policies described below, three are in place currently. Please note that the exception to Common Manual subsections 8.8.A., CCI 8.8.A., and CCI 8.8.H., generally relating to acceptable curing instruments, is new.

Common Manual Subsection 6.2.G., Reissuing a Loan Disbursement

Common Manual Policy: The school must submit a request for reissuance of a loan disbursement to the lender within 90 days from the earlier of the last day of the enrollment period for which the loan is intended and the student's last day of at least half-time enrollment.

MSLP Policy: When a school determines that a loan disbursement needs to be reissued, the school must request the reissuance no later than 120 days after the original disbursement date.

Common Manual Section 7.3., Verification of Enrollment; Subsection 7.3.A., Lender Processing of Enrollment Changes; and Subsection 7.3.B., Lender Reporting of Enrollment Changes

Common Manual Policy: The guarantor will report to the lender enrollment change information received from, among other sources, the borrower. The lender is

permitted to shorten an in-school period based on information supplied either verbally or in writing by the borrower. If the borrower provides a lender with student status information that would lengthen the in-school period, the lender must verify the information with the school, either in a telephone conversation or in writing. If confirmation is by telephone, the lender must note the following information in the borrower's file or in the servicing history of the loan:

- ★ The date the confirmation was received,
- ★ The name and title of the school official providing the information, and
- ★ A summary of the information received (such as enrollment status and the exact dates of attendance).

MSLP Policy: The MSLP reports a borrower's enrollment status update only after verifying the borrower's report with information that the school originated. A lender may accept a written or electronic report of a new or changed out-of-school date received from a source other than the school only when the school is clearly identified as the contributor of the information and a school certification date is provided. A lender may accept an OSD change that the school reports to the lender by telephone if the lender records the identity of the school, the school's certification date, (i.e., the date the school certifies that the information is valid), and other information required by Common Manual subsection 7.3.A.

Note: The MSLP's policy regarding the lender's acceptance of OSD information on MSLP-guaranteed loans is modified so that a lender may accept OSD changes from a school via telephone provided the lender records all of the data elements noted above. Implementation of this change is retroactive—there is no restriction on when the lender may have obtained OSD information from a school by telephone in the past, provided the lender recorded all required data. On a case-by-case basis, the MSLP reserves the right to require that the lender obtain written or electronic confirmation of OSD information a school originally

See Common Manual, page 8

Obtain NSLDS Access Online

Schools can ensure that appropriate staff members have access to the National Student Loan Data System through the web site at www.nslsdfap.ed.gov. Upon gaining access, it is important to set up the contact screens so that borrowers, lenders, guaranty agencies, and other schools know who to contact if a problem occurs.

Lenders also are encouraged to set up the contact screens on NSLDS because schools must use information from NSLDS to evaluate students' financial assistance history.

Application for access can be made through Action Letter #5, GEN-99-34 (October 1999), which is available online at www.ifap.ed.gov, or through www.sfawebenroll.ed.gov.

FFEL Program News

Beth Ziehmer
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Lenders and servicers can obtain access to NSLDS through www.sfawebenroll@ed.gov or by calling Title IV WAN customer service at (800) 615-1189 and asking to speak to an enrollment specialist. ★

Mapping Your Future's Online Student Loan Counseling Benefits Schools, Students

Mapping Your Future provides many services to schools, students, and families. Specifically, Online Student Loan Counseling provides the following benefits:

- ★ No cost;
- ★ No requirements to promote a specific guaranty agency or lender;
- ★ No need for schools to provide in-house counseling sessions, saving personnel valuable time;
- ★ Pathfinder Interface (see article on page 3), which increases the security of exit counseling data, makes the exit date process more efficient for all parties involved, and aids in default prevention efforts through more accurate and up-to-date information;
- ★ Electronic formats/files for student entrance or exit confirmations;
- ★ Ability to create customized pages for Stafford Loan entrance and exit counseling;
- ★ Enhanced default prevention due to increased borrower retention;
- ★ Increased student involvement in the process and improved learning;
- ★ Convenience for borrowers who complete entrance counseling prior to coming to campus;
- ★ Faster and more efficient loan delivery because

counseling can be completed sooner than with in-office sessions;

- ★ Freedom for borrowers who have graduated and left campus or those attending branch campuses, enrolled in distance education courses, or studying abroad to complete online counseling from any location;
- ★ High level of security for student data;
- ★ Availability of both Stafford and Perkins Loan entrance and exit counseling; and
- ★ Ongoing enhancements to the service.

Currently, 55 Missouri schools participate in Mapping Your Future. As of March 6, 1,311 schools nationwide offer the Online Student Loan Entrance Counseling, with 437,254 borrowers using the service. In addition, 1,003 schools offer Online Student Loan Exit Counseling, which has assisted 124,277 borrowers to date.

For more information on this outstanding service, contact your MOSTARS client service representative. ★

Mapping Your Future News

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Exit Counseling Procedures Should Be Reviewed

**FFEL
Program
News**

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With the end of the spring term approaching, schools should review exit counseling procedures to ensure that all of the regulatory requirements in 34 CFR 682.604(g) are met. Further clarification on these regulations can be found in the Common Manual, subsection 4.9.C.

In addition to the requirements to collect information such as address, employer, and reference updates, schools are required to provide information on the availability of the

Student Loan Ombudsman's office, the use of the Master Promissory Note, and conditions for full or partial cancellation of a student loan. If a school uses audiovisual or interactive electronic means to conduct exit counseling, the school must take reasonable steps to ensure that the student receives, participates in, and completes exit counseling.

To assist with exit counseling requirements, MOSTARS provides "The Road to Your Future" exit

counseling booklets. In addition, MOSTARS provides a link to Mapping Your Future's online exit counseling at www.cbhe.state.mo.us/mostars/counsel.htm.

If you have questions about exit counseling requirements, contact your client service representative or the MOSTARS Information Center at (800) 473-6757 or (573) 751-3940. ★

Eligible Lender List Changes

**Participation
Lists**

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smartFUNDS c/o MOHELA, OE 806773-00 & -50

New Name: smartFUNDS (Boone County National Bank) c/o MOHELA

Changed Feb. 15

Central Bank c/o LSC/KS, OE 806787-00

Central Bank-Fulton, OE 827418-00

Central Bank-Lake of the Ozarks c/o LSC/KS, OE 819461-00

City Bank & Trust-Moberly c/o LSC/KS, OE 806801-00

Empire Bank-Springfield c/o LSC/KS, OE 814022-00

Farmer and Traders Bank (The) c/o MOHELA, OE 831887-00

First National Bank-Audrain Co.c/o LSC/KS, OE 827334-00

First National Bank-Lee's Summit c/o LSC/KS, OE 832895-00

First National Bank-St. Louis County c/o LSC/KS, OE 826905-00

Jefferson Bank of MO c/o LSC/KS, OE 820369-00

Ozark Mountain Bank c/o LSC/KS, OE 806900-00

Third National Bank c/o LSC/KS, OE 814021-00

New FICE Code: 806773-50

New FICE Lender Name: smartFUNDS (Boone County National Bank) c/o MOHELA

Changed Feb. 16

Central Bank-Fulton, OE 827418-50

New FICE Lender Name: smartFUNDS (Boone County National Bank) c/o MOHELA

Changed Feb. 16

Removed

Callaway Bank (The) c/o MOHELA, OE 806779-00 & -50

Removed Feb. 16

To request an MSLP Combined Eligible Lender List, call the MOSTARS Information Center at (800) 473-6757 or (573) 751-3940.

For more information, refer to the August 1998 issue of FFELPfacts. You can view a sample of the list in the October 1998 issue of the MOSTARS newsletter.

The list also is available on the MOSTARS web site at www.cbhe.state.mo.us/pdf/Indrlist.pdf. ★

Common Manual, from page 5

reported to the lender by telephone in order to reconcile a conflict between the lender's data and OSD information in the MSLP's system.

Common Manual Subsection 8.8.A. and CCI 8.8.A., Due Diligence Violations, and CCI 8.8.H., Cure Procedures for Due Diligence Violations and Gaps

Common Manual Policy, CCI 8.8.H.: A payment received on the borrower's behalf, a signed repayment agreement, or a signed forbearance that contains language reaffirming a borrower's intent to repay his or her loan will cure all curable violations. However, the granting of a deferment or forbearance alone cannot cure a loan if the lender incurs due diligence violations sufficient to cause a loss of guarantee on the loan. In some cases, undetected violations may occur that cause a loan to lose its guarantee. If a payment or other curing instrument (e.g., a new repayment agreement signed by the borrower or a forbearance form with a repayment agreement included in the text signed by the borrower) is received after such a period, that payment or other curing instrument may inadvertently cure all prior violations.

MSLP Policy: To cure a loss of guarantee resulting from due diligence violations or gaps, a lender may accept a full payment received on the borrower's behalf or other curing instrument. The following list clarifies other curing instruments that the MSLP accepts:

- ★ A signed repayment agreement that complies with §682.209(a)(7) and
- ★ A signed document that constitutes both a forbearance agreement and a repayment agreement that complies with §682.209(a)(7). The repayment agreement language in such a document must include the specifics of the borrower's repayment terms. To avoid claim rejection, lenders and servicers are encouraged to ask the MSLP to review the repayment agreement before implementing any combination

repayment and forbearance agreement that the lender may wish to use as a curing instrument on an MSLP-guaranteed loan.

The MSLP complies with Common Manual policy under Inadvertent Cures in subsection 8.8.H. The MSLP also recognizes an inadvertent cure based on the receipt of a sufficient payment after an undetected violation occurs that results in a loss of guarantee. However, Common Claim Initiative policy in Common Manual subsection CCI 8.8.H. expands the definition of other curing instruments that a guarantor will recognize as an inadvertent cure. Effective upon the MSLP's implementation of the claims requirements of the Common Claim Initiative, the MSLP will recognize an inadvertent cure based only on a full payment or one of the curing instruments listed previously.

The MSLP will make a future announcement regarding its implementation date for the claims requirements of the Common Claim Initiative.

Common Manual Section 9.2, Borrower Eligibility

Common Manual Policy: A guarantor will guarantee a Federal Consolidation Loan if a borrower has at least one active loan currently held or guaranteed by that guarantor, except as otherwise agreed on a case-by-case basis by the lender and guarantor. The borrower may choose to exclude the active loan that was issued under that guarantee from the Federal Consolidation Loan.

MSLP Policy: The MSLP must hold all defaulted loans that are to be included in a Federal Consolidation Loan guaranteed by the MSLP. The MSLP will consider a case-by-case exception for a borrower who wants to include one or more defaulted loans held by the U.S. Department of Education, provided the consolidating lender contacts the MSLP directly upon receipt of the borrower's application. ★

Test, from page 3

The CELSA test is published by the Association of Classroom Teacher Testers. For more information, contact Pablo Buckelew at ACTT, 1187 Coast Village Road, PMB 378, Montecito, CA 93108-2794, by telephone at (805) 569-0734, or by fax at (805) 569-0044.

Additional information about the nine previously approved ability-to-benefit tests, test publishers, and passing scores is available in the Jan. 12 Federal Register, which can be accessed on the U.S. Department of Education's web site at www.ifap.ed.gov. Or, you can request a copy by contacting the MOSTARS Information Center at (800) 473-6757 or (573) 751-3940. ★

Teachers, from page 4

Eligibility Conditions

To be eligible for the forgiveness program, a borrower must meet the following criteria:

- ★ The borrower must be a “new borrower” on or after Oct. 1, 1998. A “new borrower” is one who had no outstanding balance on a FFEL or Federal Direct Loan Program on Oct. 1, 1998, or who had no outstanding balance on the date he or she obtains a loan after Oct. 1, 1998.
- ★ The borrower must be employed as a full-time teacher for five consecutive, complete academic years.
- ★ At least one of the borrower’s years of teaching service must be after the 1997-98 academic year.
- ★ The loan for which the borrower seeks forgiveness must be made before the end of the borrower’s fifth year of qualifying teaching service.
- ★ The borrower must teach at an elementary or secondary school in a low-income school district that is listed in the Annual Directory of Designated Low-Income Schools for Teacher Cancellation Benefits. If this directory is not available by May 1 of any year, the prior year’s directory may be used.
- ★ If the school at which the borrower teaches meets the eligibility criteria for any year of the borrower’s employment, all subsequent years qualify even if the school is no longer listed in the Annual Directory of Low-Income Schools for Teacher Cancellation Benefits.
- ★ As certified by the chief administrative officer of the school at which the borrower is employed:
 - An elementary school teacher must demonstrate knowledge and teaching skills in reading, writing, mathematics, and other areas of the elementary school curriculum.
 - A secondary school teacher must teach in a subject area that is relevant to the borrower’s academic major.
- ★ A defaulted borrower first must make satisfactory repayment arrangements (i.e., six voluntary, monthly, on-time, reasonable, and affordable payments) to regain Title IV eligibility.

Forbearance

At the borrower’s request, a lender grants an administrative forbearance during the following periods:

- ★ For a period not to exceed 60 days while the lender is awaiting a completed Teacher Loan Forgiveness

Program application from the borrower

- ★ For the period from the date the lender receives a completed loan forgiveness application to the date the lender receives either a denial of the request or loan discharge payment from the guarantor

Upon the borrower’s annual request, the lender must grant forbearance in 12-month increments for each of the years of qualifying teaching service if the holder believes, at the time of each annual request, that the loan’s anticipated outstanding balance will be completely forgiven. Before granting forbearance, the lender must require the borrower to:

- ★ Submit documentation for the annual forbearance period showing the beginning and ending dates of the borrower’s expected service for that year
- ★ Certify that the borrower intends to satisfy the eligibility conditions associated with the five-year teaching requirement

This forbearance was added to ensure that borrowers with a low loan balance would not lose the maximum benefit by continuing to make monthly payments. However, a borrower may determine that it is better to make payments for a period of time and not request the forbearance. The requirement for a borrower’s annual forbearance request allows the lender to determine whether interest capitalized during the forbearance period will create an outstanding balance for the borrower at the end of the five-year period. Lenders should counsel the borrower about the effects of capitalized interest and advise the borrower of any balance that may remain outstanding at the conclusion of the qualifying teaching period.

A lender may, but is not required to, grant discretionary forbearance for periods of no more than 12 months to borrowers who do not qualify for mandatory forbearance. This type of forbearance also requires the borrower’s request and a written agreement between the borrower and lender regarding the terms of the forbearance.

Restrictions

- ★ A borrower is not entitled to a refund of payments made on a qualifying loan.
- ★ The applicant must not receive a benefit for the same qualifying teaching service under both the Teacher Loan Forgiveness Program and subtitle D of Title I of the National and Community Service Act of 1990. ★

MYF, from page 1

importance of maintaining communication with their loan holders. An introductory paragraph discusses the roles of lenders, guarantors, and servicers and links to definitions of each. The page also discusses the proper procedure for applying for a deferment or forbearance and the borrowers' responsibility to report address and phone number changes (for themselves and their references) to loan holders and guarantors.

If borrowers are unsure of who currently holds their loans, they can link to the National Student Loan Data System

(which requires a personal identification number) or the National Student Clearinghouse LoanLocator. The page also contains a link to the PIN Registration Site for borrowers who lost, or were never issued, PINs.

Default Prevention Presentation

Financial aid professionals who make default prevention presentations have a new option. They can download a presentation from mapping-your-future.org/downloads/myfdefault2.2001.ppt and customize it. The presentation includes customization instructions.

The presentation contains a variety of topics for different audiences. It can be used to demonstrate the features of the Mapping Your Future web site to new financial aid staff or to provide financial assistance information to students, parents, and borrowers. Topics in the presentation include:

- ★ Paying for School,
- ★ Online Student Loan Counseling,
- ★ 10 Steps to Financial Fitness,
- ★ LoanLocator,
- ★ Deferment Navigator, and
- ★ Additional Resources. ★

The Missouri Department of Higher Education makes every effort to provide program accessibility to all citizens without regard to disability. If you require this publication in an alternate form, contact the MOSTARS Information Center at (800) 473-6757 or (573) 751-3940. Hearing/speech impaired can call (800) 735-2966.



**3515 Amazonas Drive
Jefferson City, MO 65109**

FIRST CLASS

MOSTARS, the student assistance division of the Missouri Department of Higher Education, publishes this newsletter to inform Missouri's higher education community about current issues concerning early awareness and outreach, consumer information, state and federal student financial assistance programs, and student loan default prevention.

Ms. Marie Carmichael. CBHE Vice Chair

Dr. Kala M. Stroup. Commissioner
of Higher Education

Ms. Lynn Hearnes. . . . Assistant Commissioner for
Student Assistance and Services